Welcome to the 2001 TRICARE Conference

TRICARE

at the Marriott Wardman Park Hotel

"THE CHANGE of the CENTURY"

TRICARE

Welcome to Washington DC

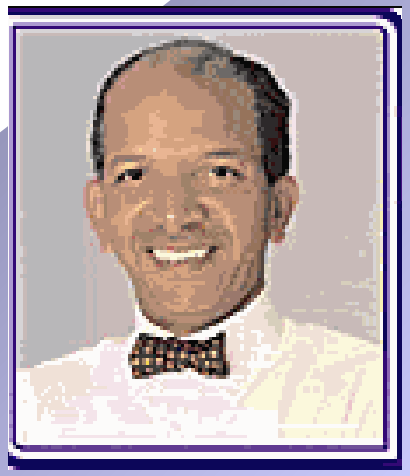
Mayor Anthony Williams

Welcome to historic Washington, DC, the Nation's Capital. Many of our landmark buildings--the Smithsonian Castle, the White House, the U.S. Capitol Building, and the Washington Monument--are world famous.

Washington's neighborhoods reflect the rich diversity of its people. Experience the color and traditions of Washington living through a wealth of museums, theatres, neighborhood festivals, hundreds of specialty restaurants and cultural events

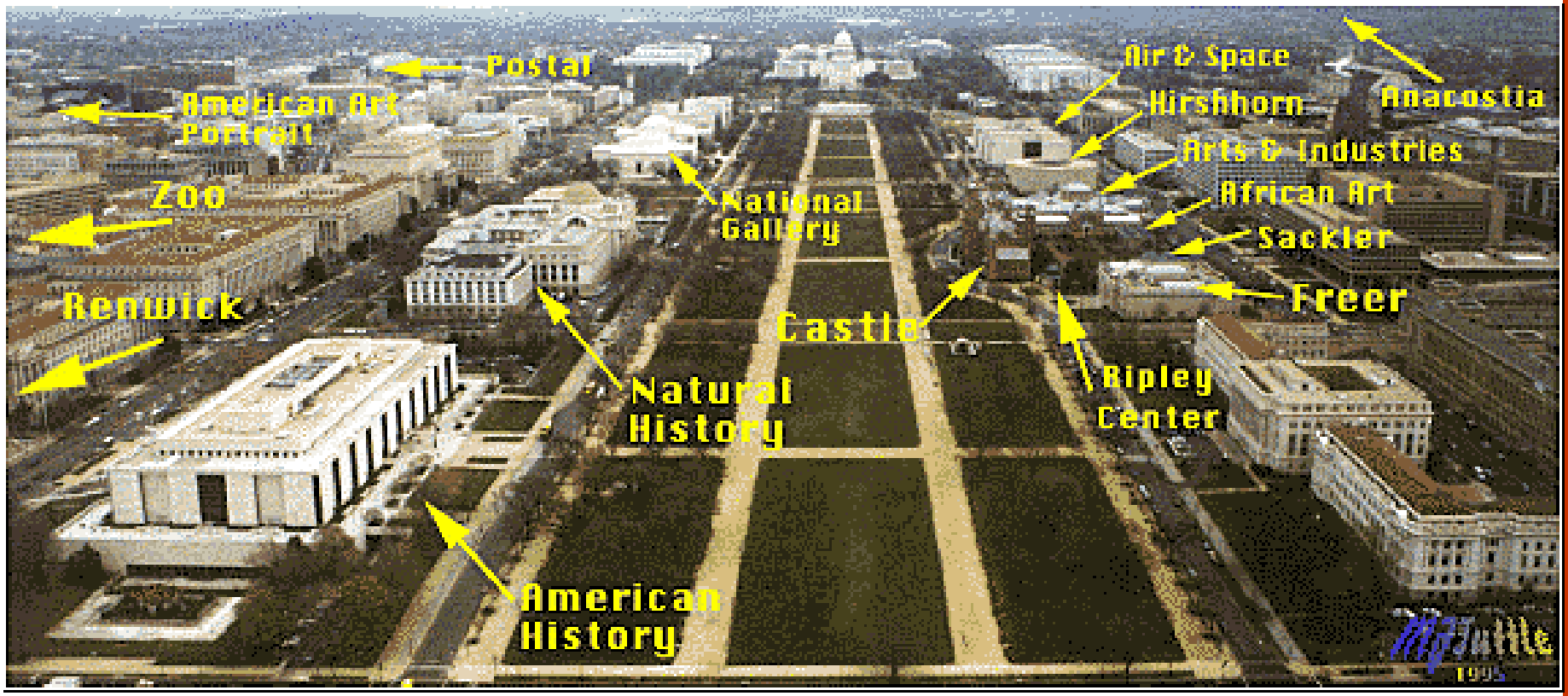
Anthony A. Williams

Washington, D.C.



WASHINGTON DC

THE AMERICAN EXPERIENCE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American Art
Portrait
Zoo
Renwick
National
Gallery
Natural
History
American
History
Castle
Air & Space
Hirshhorn
Arts & Industries
African Art
Sackler
Freer
Ripley
Center
Anacostia

AMERICAN UNIVERSITY
WASHINGTON, DC

George Mason University

THE CATHOLIC UNIVERSITY OF AMERICA

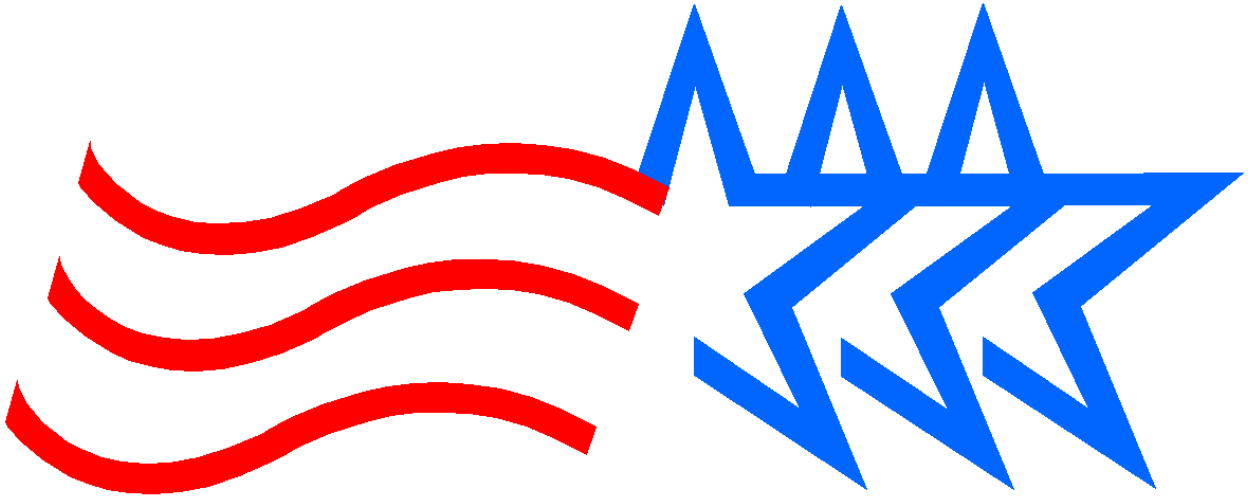
Georgetown
UNIVERSITY

The George Washington University
WASHINGTON DC

Howard University
Washington, DC 20059

Gallaudet University
Washington, DC

WASHINGTON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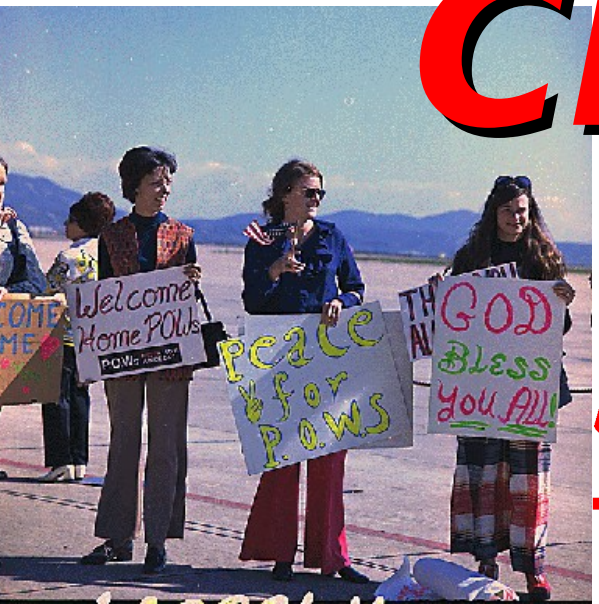


TRICARE

TRICARE
at a Glance

What is TRICARE?

TRICARE Management Activity

Our Healthcare Program Using Military Healthcare as the Main Delivery System

- Augmented by a Civilian Network of Providers and Facilities
- Designed to Provide Integrated Healthcare Services to our Active Duty, their Families, Retired Military / Families, and Survivors World Wide

A Week in the Life of the MHS

TRICARE Management Activity

Total Beneficiaries	8,300,000
Prime Enrollees	4,032,000

- Admissions 11,000
- Outpatient Visits 1,000,000
- Prescriptions 1,620,000
- Births 1,900
- Dental Procedures 284,000
- Claims Processed 638,000
- Telephone Calls 368,000

Why TRICARE?

TRICARE Management Activity

- 1980's: DoD faced with rising health costs
- 1990's: TRICARE managed care strategy initiated
  - Preserve readiness mission
  - Increase choice, Improve access
  - Control costs
- 2000: Focus on Optimization and Integration
  - Increased emphasis on patient satisfaction

TRICARE is
the same as before
(TRICARE Standard)

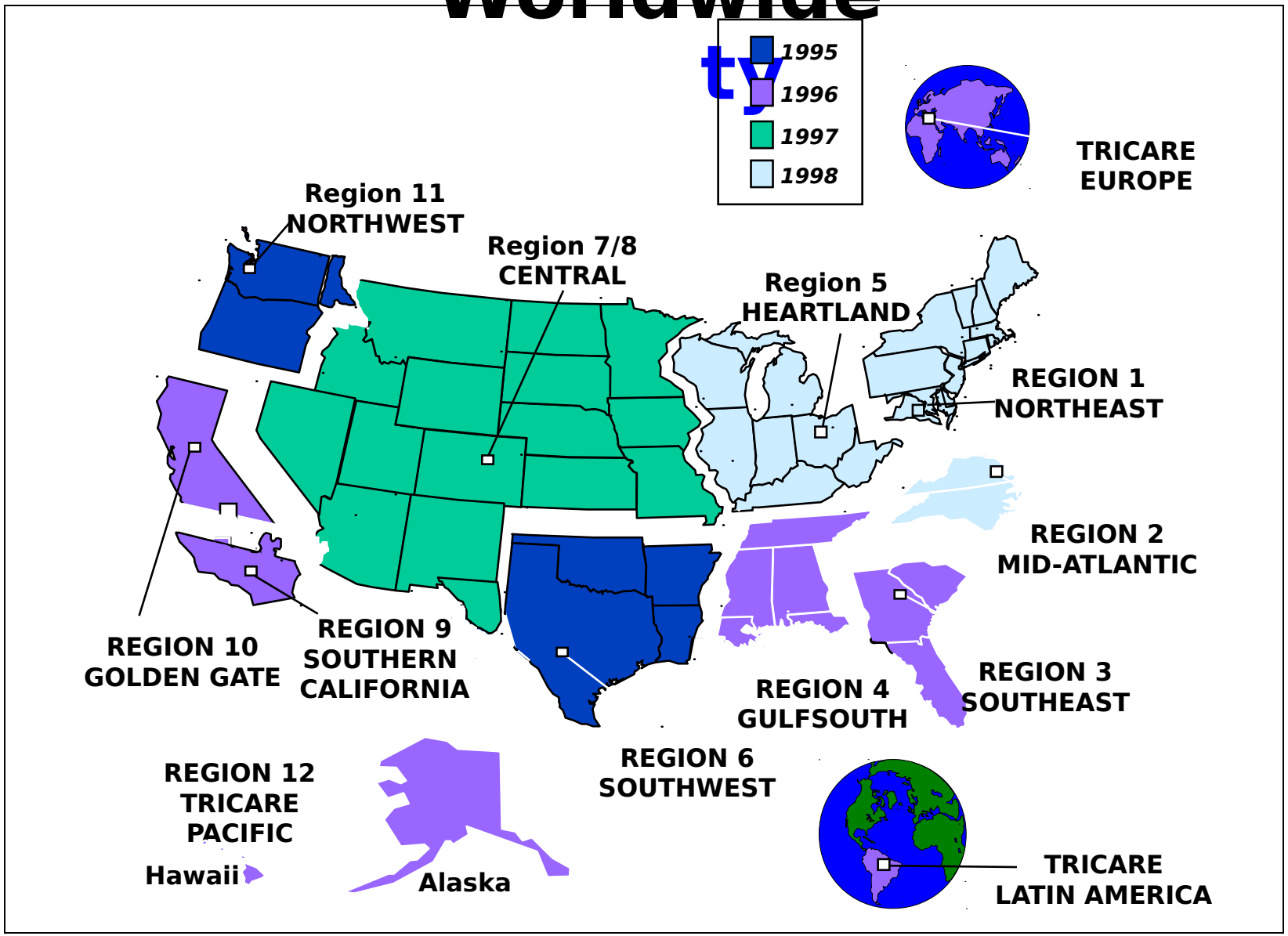
Plus More
(TRICARE Prime and Extra)

TRICARE is
a Better Benefit

TRICARE Goals

- Improve Medical Readiness
- Improve Access
- Maintain High Quality
- Contain Costs

TRICARE: Operational Worldwide



TRICARE Options

TRICARE Management Activity

TRIPLE OPTION

- **TRICARE Prime** *HMO Option*
  (Requires Enrollment and Cost Shares)
- **TRICARE Extra** *PPO*
  (Deductibles and Cost Shares)
- **TRICARE Standard** *Standard CHAMPUS*
  (Fee For Service)

Priority for Care in Military Hospitals

TRICARE Management Activity

- Active Duty
- Active Duty Families Enrolled in Prime
- TRICARE (CHAMPUS) Eligible Retirees Enrolled in Prime
- Active Duty Families not Enrolled in Prime
- All Retirees (CHAMPUS & Medicare) not Enrolled in Prime

Patients' Bill of Rights

TRICARE Management Activity

- TRICARE already in full compliance
- We have all the best features of a good HMO
  - Physicians in charge
  - Specialists (especially OB) as primary care managers
  - No gag clauses
  - Total accountability
  - Right to External Appeal
- We're the model for future care in the US

Improving Access to Health Care

TRICARE Management Activity

- Access standards in place
  - **Urgent Care:** 1 day or less
  - **Waiting room time during provider's office visit:** 30 minutes or less
  - **Minor illness care:** 1 week
  - **Travel time to provider's office:** 30 minutes or less
- Use of preventive care increasing
- Use of the emergency room decreasing
- Satisfaction with Access Improving

The Pocketbook Issue

TRICARE Management Activity

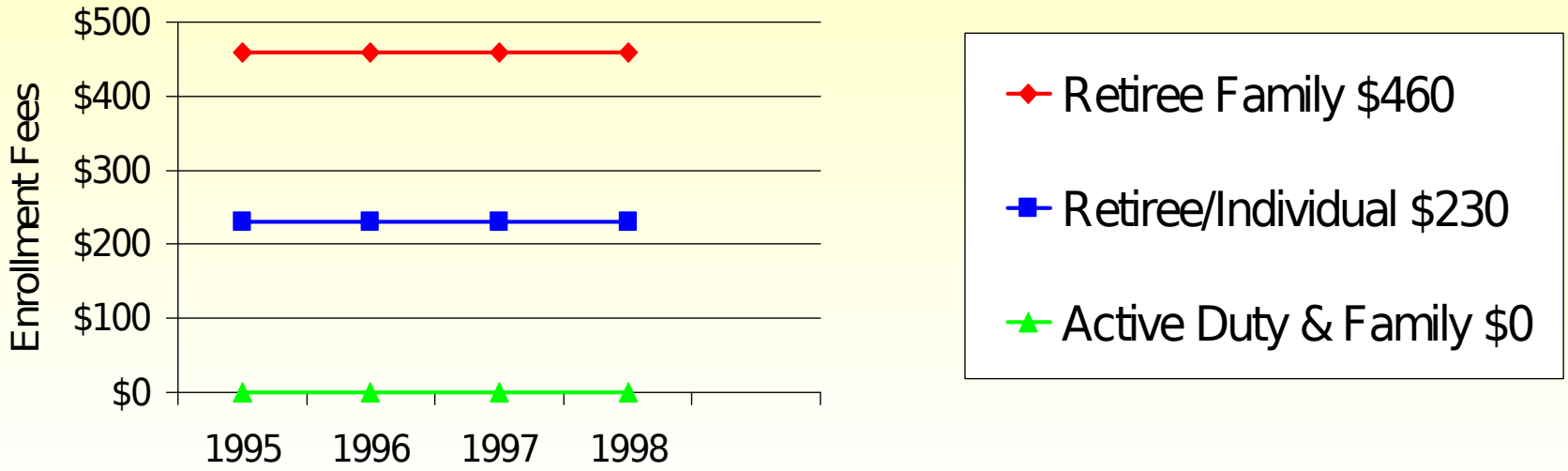
“Health Plan Costs to Soar This Year”

(USA Today 6 January 1999)

“Analysts expect rates to rise 7% to 11%
(in the year 2000) for large companies,
about the same as this year.”

Among midsize firms

TRICARE Prime has Maintained Stable Enrollment Fees Since its Inception.



Also … TRICARE Standard (CHAMPUS) deductibles have not increased since 1992

Front Page of *The Washington Post*, Sept 19, 1999:

"Costs to Rise 9% in Federal Health Plan"

Premium Increases

	FEHBP	TRICARE
1998	7.2%	0%
1999	9.5%	0%
2000 (projected)	9.3%	0%
TOTAL	26% Increase	No Increase

Annual Survey '98

TRICARE Management Activity

TRICARE is Improving, Both in Results and in Visibility

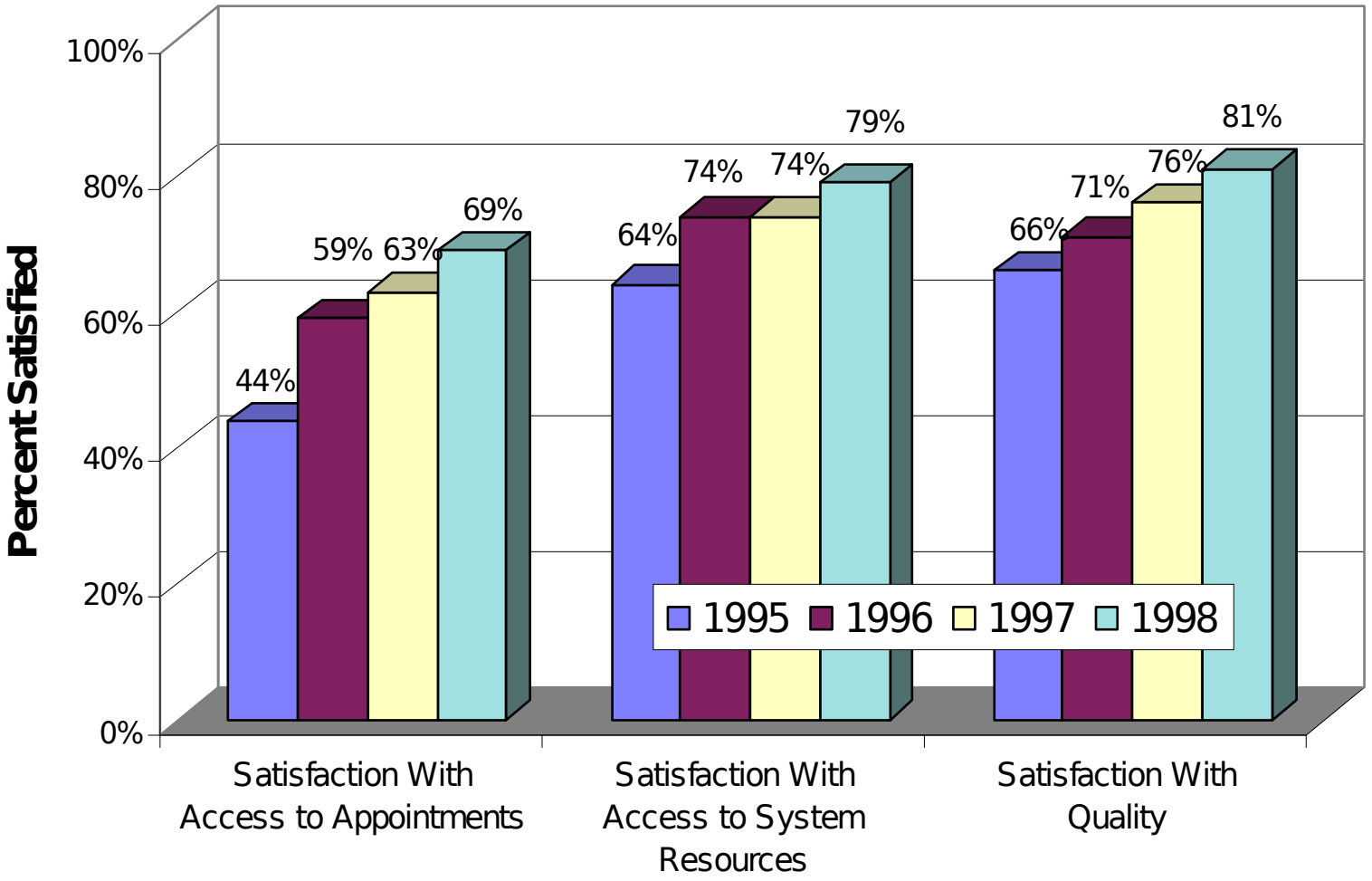
- Customer satisfaction with both military and civilian sources of care is growing
- Satisfaction with access and quality of care indicate steady improvement
- Beneficiary understanding of TRICARE improving in all regions

Source: 1998 Annual Health Care Survey of DoD Beneficiaries

Satisfaction:
Moving in the Right Direction

TRICARE Management Activity

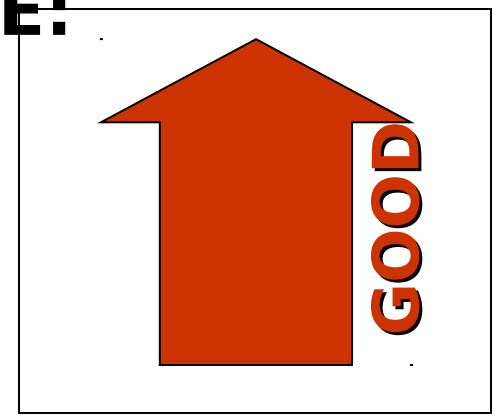
All Beneficiaries, All Sources of Care



Source: 1995 - 1998 Annual Health Care Survey of DoD Beneficiaries

TRICARE Program Evaluation
Significant Findings, FY2000

- **In First Eight Regions, TRICARE:**
  - **Improved access to care**
    - » Greater use of preventive care
    - » Easier to get appointments
    - » Shorter wait to see provider
    - » Decreased ER use
  - **Increased satisfaction with quality of care**
- **Satisfaction with TRICARE increases over time**
- **Results consistent across TRICARE regions**



Source: Center for Naval Analyses, Congressionally-directed evaluation of eight TRICARE regions, August 2000

Effects of Region Maturity

TRICARE Management Activity

Percentage of Prime Enrollees Satisfied with Indicator

	Region Maturity (Years Into TRICARE)			
Measure	**Pre-TRICARE**	**+1**	**+2**	**+3**
Access to care when needed	59%	71%	73%	78%
Overall quality of care	68%	77%	80%	85%

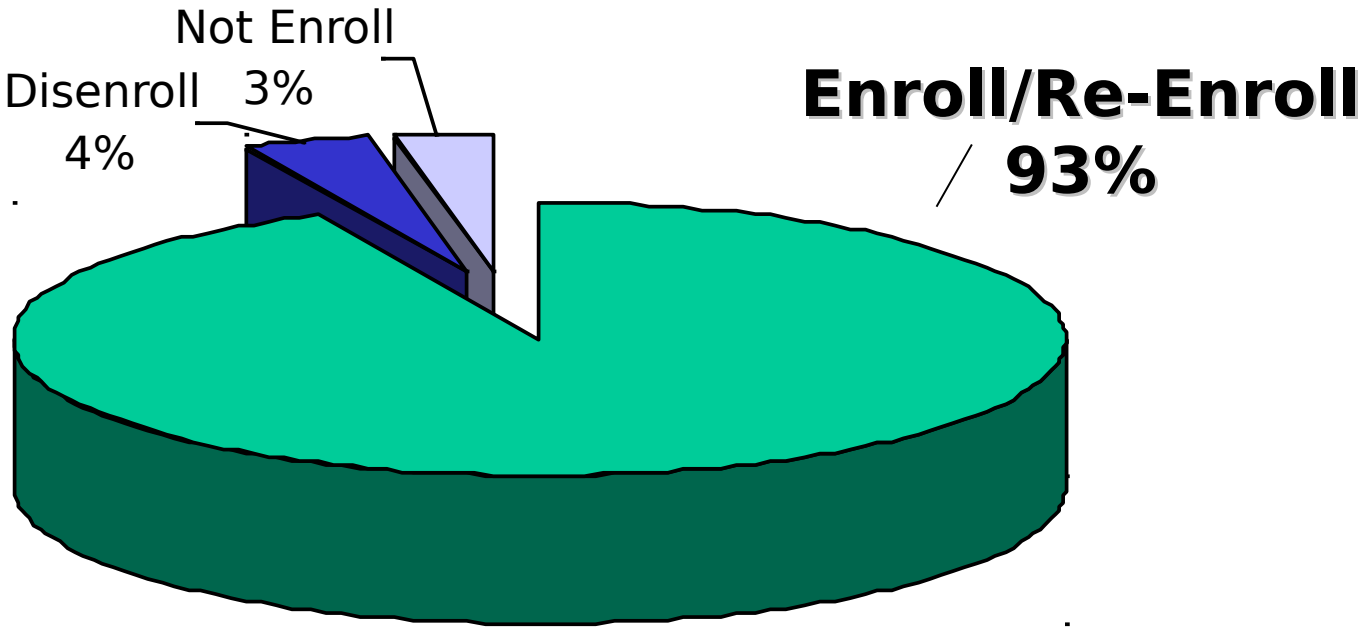
Source: Center for Naval Analyses, Congressionally-directed evaluation of eight TRICARE regions, August 2000, DRAFT

People Are Staying With TRICARE

TRICARE Management Activity

We asked Prime enrollees,

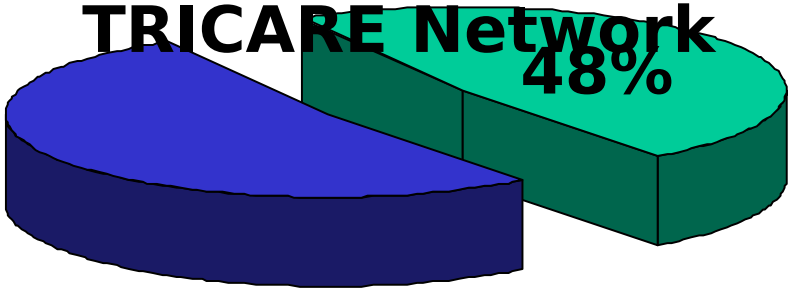
"If you were given the option, would you..



All Prime Enrollees, System-Wide

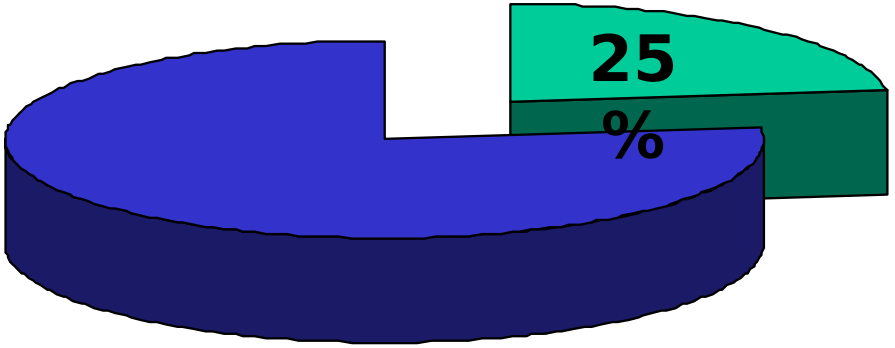
Source: *Jan - Mar 2000 Customer Satisfaction Survey*

Nearly half of U.S. Hospitals Participate in the TRICARE Network



Out of 5,000 U.S. Hospitals
2,382 are in the TRICARE Network

1 in 4 U.S. Physicians Participate in the TRICARE Network



Out of 650,000 U.S. Physicians
166,000 are in the TRICARE Network

www.tricare.osd.mil

Text Only | SEARCH | HELP | WHAT'S NEW | SITE MAP

Lt. Col.
Robert Kruger
USAF, MC
THE HEROES OF TRICARE

- TRICARE Beneficiaries Understanding Your TRICARE Benefits
- TRICARE Provider Information
- TRICARE Administration
- Conferences
- Readiness
- Military Health/ Clinical Resources
- Defense Health Program Management
- Organization
- Policy and Planning
- Links/References

Please read this privacy and security notice.

This site is best viewed at 800 x 600 resolution.

U.S. Department of Defense

MILITARY HEALTH SYSTEM

Military Readiness and Peacetime Health Care

A-to-Z Site List | Go!

NDAA / TRICARE For Life

Latest Information on New TRICARE Improvements

On October 30, 2000, President Clinton signed the FY2001 National Defense Authorization Act (NDAA) which brings many new initiatives to the TRICARE program including two dramatic improvements for our age 65 and over population. For more information on National Defense Authorization Act please visit the **NDAA** site.

Monthly columns by Dr. H. James T. Sears, Executive Director, TRICARE Management Activity - this month's topic is **Communications**.
(posted December 11, 2000)

- **Plain Talk about TRICARE for beneficiaries**
- **TRICARE Grand Rounds for providers, administrators**

The Success Of TRICARE'S Debt Collection Assistance Officer Program
12 Jan 01 – After 120 days of operation, the Department of Defense (DoD) TRICARE Debt Collection Assistance Officer (DCAO) Program created to solve TRICARE-related debt problems is a success.

TRICARE'S Ironman
08 Jan 01 – FEHBP Program Manager Duaine Goodno, recently wrapped up a demanding travel schedule in which he visited places far and wide to educate eligible TRICARE beneficiaries about the ongoing and expanded FEHBP demo.

Depression Affects Millions Each Year
03 Jan 01 – Look at the person on your left and on your right; then

TRICARE Operations Center

TRICARE

TRICARE Pharmacy

CLAIMS Information

Media Readiness Room

Hot Issues

TRICARE Senior Supplement Demo

MHS Optimization

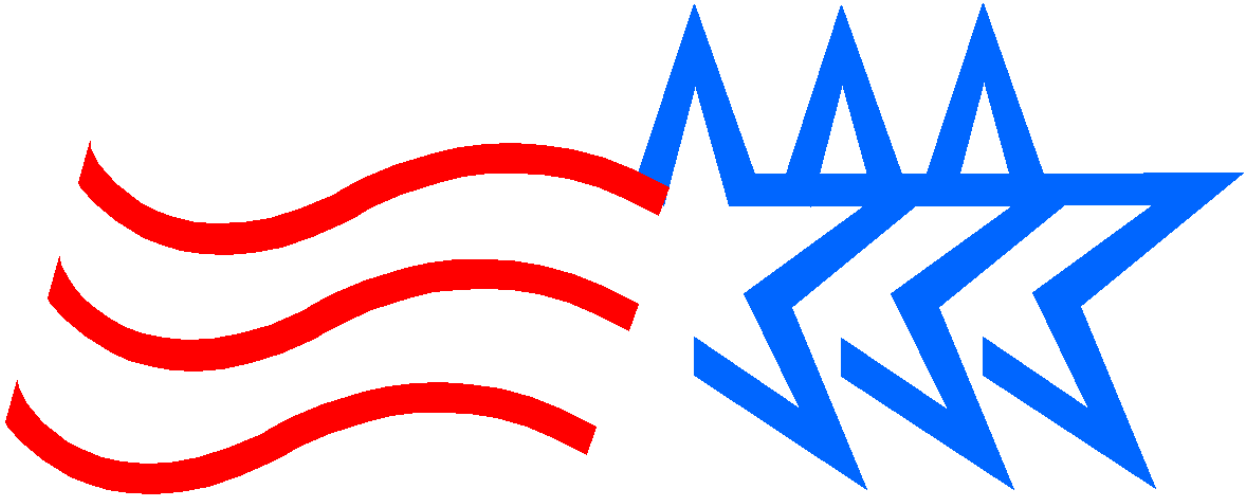
Discussion

TRICARE Questions? Join the TRICARE Beneficiary Forum

TRICARE
Meeting Its Objectives

TRICARE Management Activity

- Access to Care is Improving
- Beneficiary Satisfaction is Improving
- Quality of Care Remains Outstanding
- Govt & Beneficiary Costs Under Control
- Contractors Meeting/Exceeding Standards
- External Validations are Good
- We’re on the Way to Becoming the Leading Provider of Quality Care in the United States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Quotable Quotes

TRICARE

“Eternal peace ends with the next war.”

Russian Proverb

“He (Aviation Electronics Technician 1st Class Tom Robinson) lists ‘benefits for my family’ as one of the most important reasons for dusting off his Navy uniform, rating medical care at the top.

He figures he saves up to $400 a month in insurance costs.”

Navy Times, 19 April 1999, p

“ ‘I decided to give civilian life a try’ after four years in the Corps, he (Robert Sorge) said. But he soon learned that working at Kmart didn’t pay as much as he earned as an E-3 and offered zero health care benefits.”

Navy Times, 19 April 1999, p.

The Law of Candor

When you admit a negative,
the prospect will give you a positive.

Ries, Al and Trout, Jack, *The 22 Immutable Laws of Marketing*

“Keeping our promise of ensuring quality health care for military retirees is not only the right thing to do, it is also a pragmatic decision because it sends a strong signal to all those considering a career in uniform.”

General Henry H. Shelton
Chairman, Joint Chiefs of St

"All truth passes through three stages.
First, it is ridiculed.
Second, it is violently opposed.
Third, it is accepted as being self-evident."

- Arthur Schopenhau

The Law of Perception

Marketing is not a battle of products, it’s a battle of perceptions.

Ries, Al and Trout, Jack, The 22 Immutable Laws of Marketing

“Heavier-than-air flying machines are impossible.”

- Lord Kelvin, president of the Royal Society in Great Britain, 1

“I’m just not hearing bad stuff about TRICARE… I think it’s time to just declare victory and move on.”

General Patrick Gamble

PACAF/CC

Feb 2000

“I think there is a world market for maybe five computers.”

- Thomas Watson, chairman off IBM,

1943

"The Military Coalition (TMC) has been very pleased with the progress the TRICARE managed care contractors have made in implementing the TRICARE program in their regions. Beneficiaries are finally starting to feel more comfortable with the TRICARE program and with the individual managed care contractors."

November 12, 1999

Letter to Dr. Sears from The Military Coalition

We shape our environment
after that, it shapes us.”

- Sir Winston Churchill

“There is no need so critical in our nation today as the need for positive leadership.”

- Admiral Grace Hopper

“Health insurance premiums are increasing by 10 percent to 30 percent across the country”

New York Times

6 September 2000

The Law of Focus

The most powerful concept in marketing is owning a word in the prospect's mind.

TRICARE

Ries, Al and Trout, Jack, The 22 Immutable Laws of Marketing

**“Not only are the health care professionals awesome,
so are all of my superiors who never once lost faith in my abilities to continue serving my Air Force. I’m staying!”**

Robert W. Newman, MSgt, USAF

“None are so old as those who have outlived enthusiasm.”

Henry David Thoreau

“Tell me what you need, and I’ll tell you how to get along without it.”

Dilbert’s Wisdom and Laws

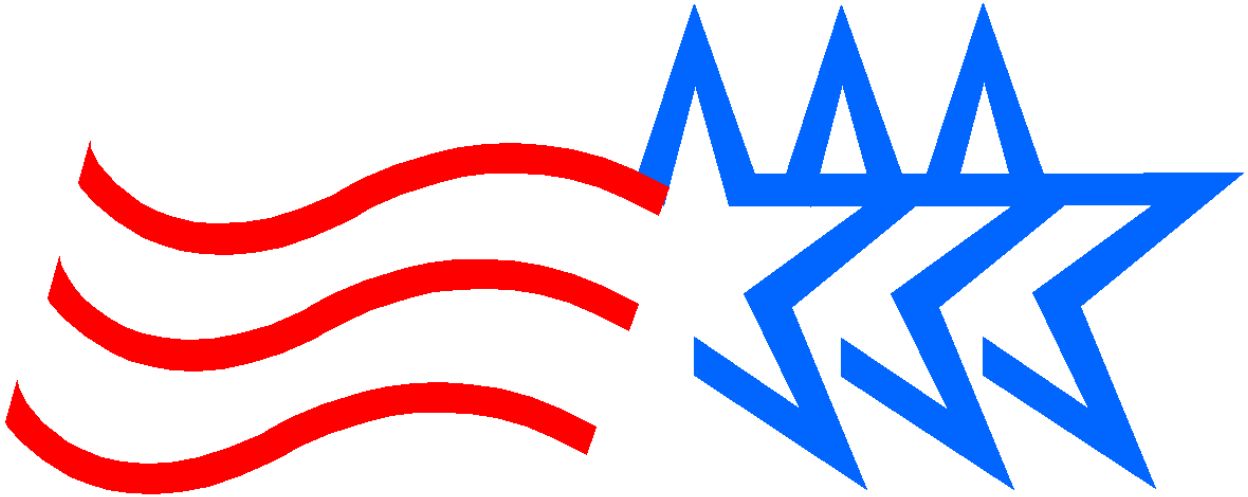
We need a …
"health care system that is easier to navigate"
… for our beneficiaries.

- ADM Pilling 2/3/00

The woods are lovely, dark and deep!
But I have promises to keep,
And miles to go before I sleep
And miles to go before I sleep!

-Robert Frost, *Stopping by Woods on a Snowy Eve*

"I WANT YOU --
to help us spread the word on TRICARE"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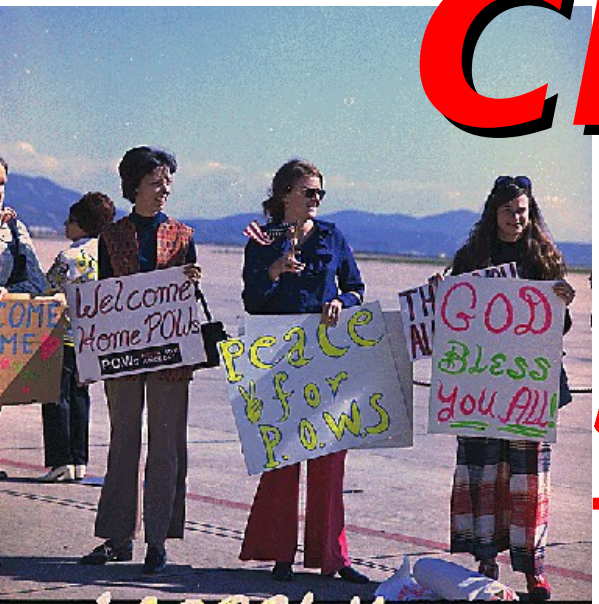

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TRICARE Heroes

June 2000 Hero - Grace Potts

We Salute Health Benefits Adviser

GRACE POTTS

and her staff,
NNMC Branch Medical Clinic
Naval Air Station Joint Reserve
Base Willow Grove, PA.

Winner Cmdr. James T. Kirch Health

Benefits Adviser of the Year Award
1998
Outstanding Supporter of TRICARE

July 2000 Hero - SPC William Thax

We Salute Administrative Specialist

SPC WILLIAM THAXTON, U.S. ARMY

TRICARE Europe Region
Sembach Air Base, Germany

Recipient Joint Service Commendation Medal
"Go to Guy" for Claims Problems in Europe

August 2000 Hero - Christiane Fe

We Salute
WESTPAC Service Center
Manager

CHRISTIANE FETZ

TRICARE Pacific Lead Agency
Tripler Army Medical Center,
Honolulu, Hawaii

She “Lives and Breathes
TRICARE”

Sept 2000 - Madigan Army Medical Ce

We Salute
Military Treatment Facility

MADIGAN ARMY MEDICAL CENTER

Ft. Lewis, Tacoma, Washington

Recipient, Perfect “100” on JCAHO Surv
Raising quality to “higher levels”

November 2000 Heroes
MAJ Fancher & Mr. Clifton

MAJ GAIL FANCHER, USAF, MC

Family Practice Flight Surgeon
22nd Medical Group
McConnell Air Force Base, Wichita, Kan.

Achieving health care excellence through optimization

MR. PATRICK CLIFTON

Supervisory Medical Clerk (Patient Appointments)

Improving patient satisfaction through smart business

ecember 2000 Heroes - TSC Great Lakes,

We salute

TRICARE SERVICE CENTER
Naval Hospital,
Great Lakes,
Illinois

Reaching out to anyone touched by TRICARE

cember 2000 Heroes - Sandy Scheenberg
cont'd.

We salute

SANDY SCHEENBERGER

HQ AETC Patient Administration Manager

Randolph Air Force Base

Good communication and education help her do her job well

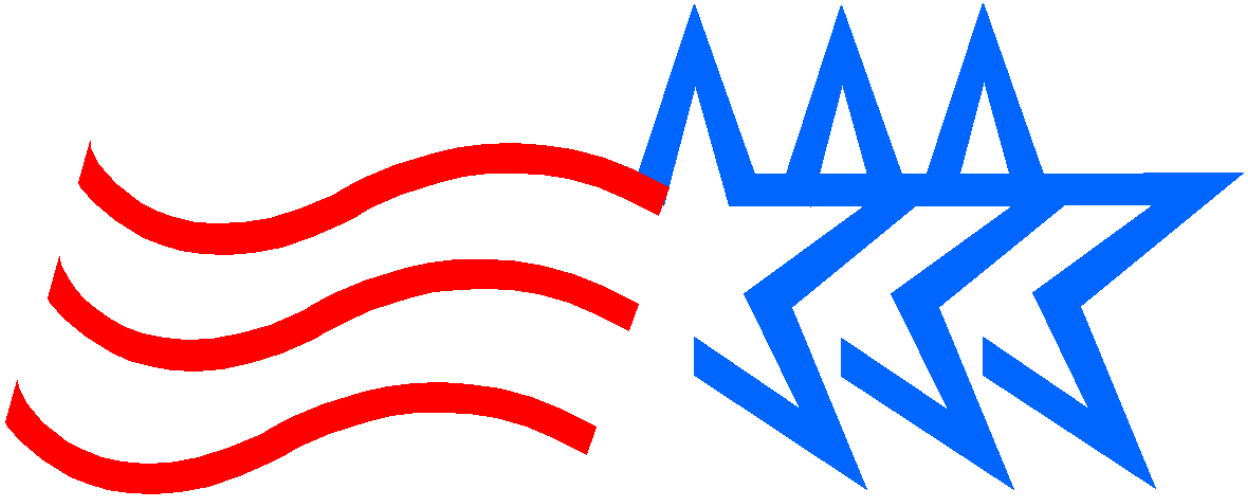
January 2001 Hero - Lt. Col. Krug

We Salute

Lt. Col. ROBERT KRUGER USAF, MC

Element Leader,
Geriatric Internal Medicine
Wilford Hall Medical Center (WHMC)
Lackland Air Force Base, Texas

Nationally known geriatrician
Tireless advocate for TRICARE Senior Prime enrollees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The People We Serve

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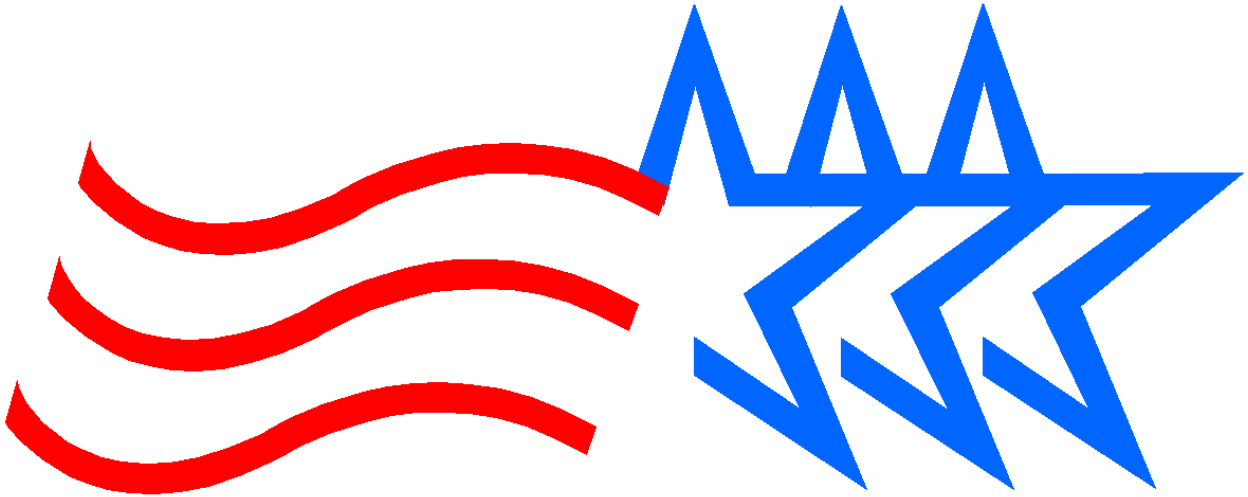
U.S. NAVY
LCAC-26

725
COAST GUARD

The World's Best Health Care for the World's Best Military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Symbols of Service

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DEPARTMENT OF DEFENSE
UNITED STATES OF AMERICA

DEPARTMENT OF THE ARMY
UNITED STATES OF AMERICA
1775

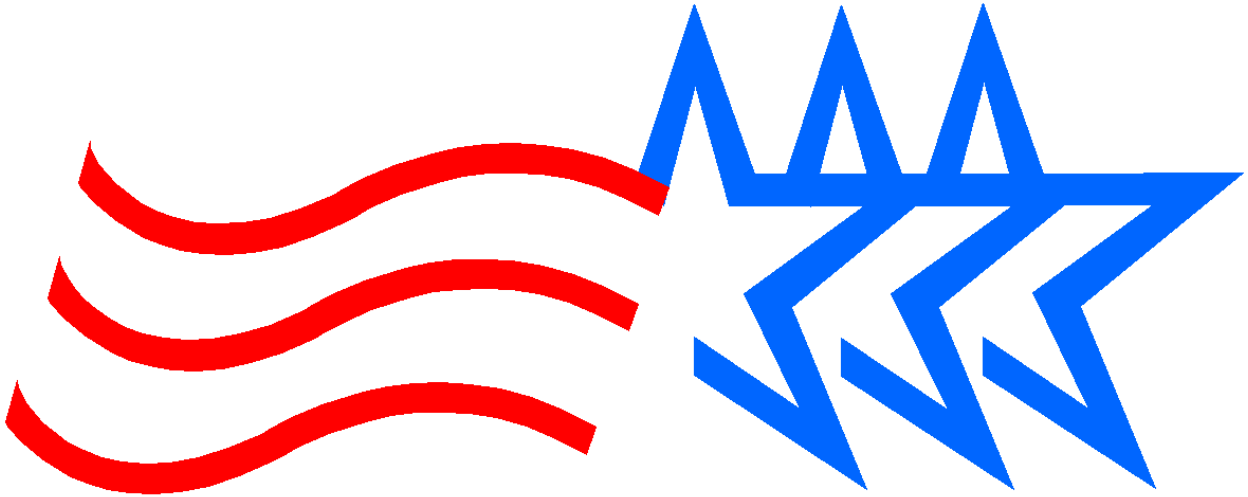
DEPARTMENT OF THE NAVY
UNITED STATES OF AMERICA

DEPARTMENT OF THE AIR FORCE
UNITED STATES OF AMERICA
MCMXLVII

DEPARTMENT OF THE NAVY
UNITED STATES MARINE CORPS

UNITED STATES COAST GUARD
SEMPER
PARATUS
1790

DEPARTMENTS OF THE ARMY AND THE AIR FORCE
NATIONAL GUARD BUREAU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Stakeholders' Reports

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1999 TRICARE Stakeholders' Report

A Report to the People Who Care About TRICARE

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TRICARE 2000 Stakeholders' Report

2000

Volume II

Moving from Promises to Proof

2001 TRICARE Stakeholders' Report

Volume III

The Winning is Just Beginning

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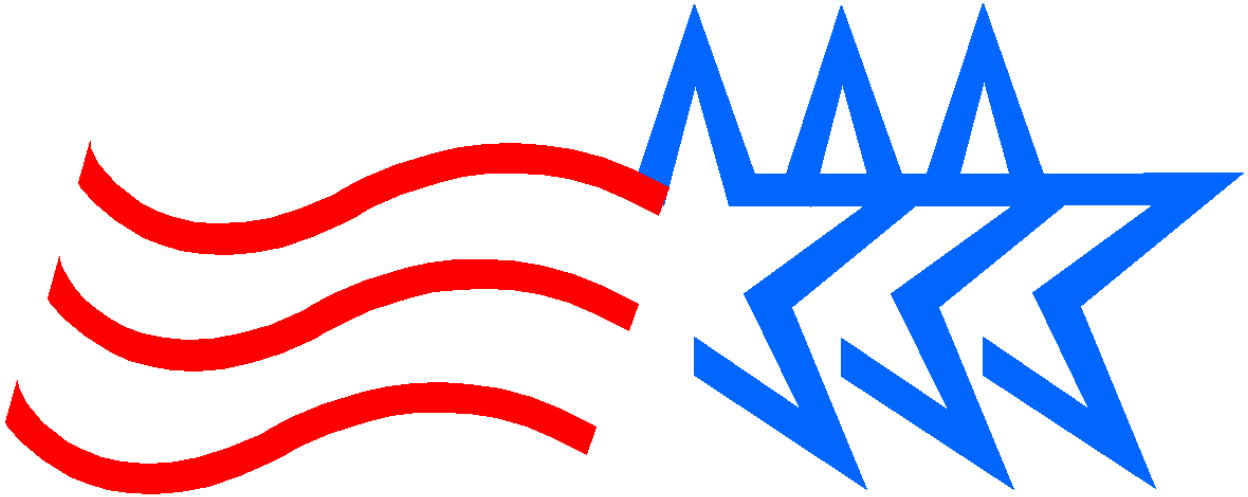
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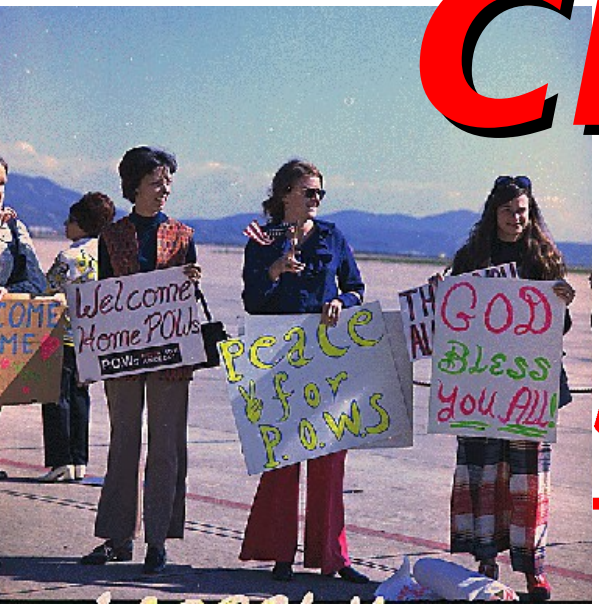

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